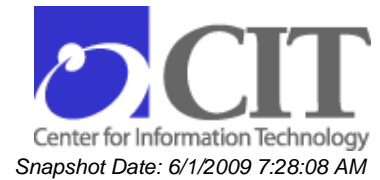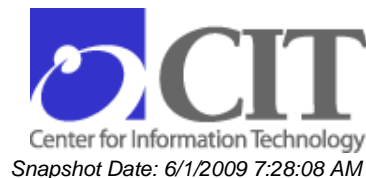# Customer Service Report for HSB

For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Access/Login	0	0	0	1	0	0	0	0	1	0	2
General Info	1	0	0	0	0	0	0	0	1	0	13
Register/Open	1	0	0	0	0	0	0	0	1	0	3
Application Support											
COTS-Other/Request	2	0	0	0	0	0	0	0	2	0	8
Sharepoint-General Information	3	0	0	0	0	1	0	0	2	0	5
Sharepoint-Troubleshoot	7	0	0	0	0	6	0	0	1	0	3
Web Apps-Troubleshoot	0	0	0	1	0	0	0	0	1	0	0
ASR											
Oracle	0	0	0	50	0	11	0	0	39	0	0
Other	0	0	0	94	0	17	0	0	77	0	0
SQL	0	1	0	11	0	6	0	0	6	0	0
Unix	0	0	0	242	0	30	0	0	212	0	0
Windows	0	0	0	57	0	10	0	0	47	0	0
Back Office Support											
Backup/Restore	7	0	0	1	0	0	0	0	8	0	11
File Hosting	1	0	0	0	0	0	0	0	1	0	10
Migration/Upgrade	0	1	0	0	0	1	0	0	0	0	0
Permissions/Shares	13	0	0	0	0	0	0	0	13	0	9
Web Hosting	1	1	0	0	0	0	0	0	1	1	8
CIT Categories											
Web Dev/New Proj	0	0	0	1	0	0	0	0	1	0	0
Web Site Issue	2	0	0	0	0	1	0	0	1	0	16
Connectivity											
TCP/IP	0	9	0	0	0	0	2	0	0	7	0

Customer Service Report for HSB

For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

Snapshot Date: 6/1/2009 7:28:08 AM

	CREATED				ASSIGNED/PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
DCS 7x24											
Hangup	0	1	0	0	0	0	0	0	1	0	0
Email											
MS Outlook	2	0	0	0	0	1	0	0	1	0	2
EOS											
User Applications	0	0	0	1	0	1	0	0	0	0	0
General Information											
Inquiry	2	0	0	0	0	2	0	0	0	0	0
Hardware											
Acc/Periph/Install/Build	0	1	0	0	0	1	0	0	0	0	0
Printers/Config/Setup	2	0	0	0	0	0	0	0	2	0	20
Printers/Troubleshoot	1	0	0	0	0	0	0	0	1	0	9
Servers/Config/Setup	0	0	0	1	0	1	0	0	0	0	0
Servers/Troubleshoot	1	0	0	0	0	0	0	0	1	0	7
Local LAN											
LocalLAN/Connectivity	1	0	0	0	0	0	0	0	1	0	1
LocalLAN/General Info	1	0	0	0	0	0	0	0	1	0	1
NIH Cabling Infrastructure-Cabling											
New-Inside-Plant/Copper	0	1	0	0	0	0	0	0	0	1	0
NIH Services											
Other	1	0	0	0	0	1	0	0	0	0	0
NIHnet											
Maintenance-NIH Customer	0	1	0	0	0	0	1	0	0	0	0
Service Prov-Port Add	1	0	0	0	0	0	0	0	1	0	2
Unix Support											
Unix Support	0	1	0	0	0	1	0	0	0	0	0

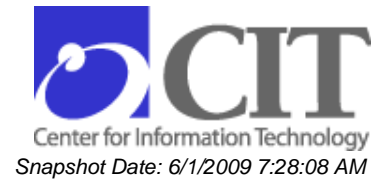# Customer Service Report for HSB

For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Web Site Issue (non-CIT)											
Development	0	0	0	1	0	0	0	0	1	0	0
Other	1	0	0	1	0	1	0	0	1	0	0
Grand Total:	**51**	**17**	**0**	**462**	**0**	**92**	**3**	**0**	**426**	**9**	**1**

Total Tickets Closed:	**435**
Total Tickets Assigned/Pending/Checked Out:	**95**
Total Tickets Created:	**530**